

# EMERGENCY COMMUNICATION CENTRE APPLICATION PROCESS

**Resumes are only kept on file during an active recruitment process for Communicator positions.**

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The Emergency Communication Centre (ECC) is comprised of four distinct job functions: Emergency 911 Call taker, Non-Emergency Call taker, Police Dispatcher and Fire Dispatcher.

#### **Job Duties:**

- Receive incoming calls on the emergency 9-1-1 lines, assess and prioritize the needs required, then initiate the appropriate police, ambulance or fire response.
- Receive incoming calls on the non-emergency lines from the public.
- Initiate the required police or fire response, connect caller to the requested area or supply the caller with the appropriate non-police information.
- Operate various computerized communication consoles and associated equipment to receive, assess and relay information from the public to police/fire personnel in a courteous, accurate and expedient manner.
- Receive calls via the internal police lines and take the appropriate action.
- Dispatch and respond to requests from police/fire personnel.
- Maintain radio contact with a varying number of police officers.
- Organize and prioritize numerous calls for police/fire service.
- Must meet and maintain Ministry of Community Safety and Correctional Services standards for a communicator/dispatcher as a condition of employment.

#### **Requirements:**

- Minimum two year college diploma, dispatch certification or equivalent
- Excellent communication skills – verbal, written and listening
- Clear authoritative voice over telephone and radio
- Well-developed keyboard skills minimum 40 words per minute
- Flexibility – ability to work various hours and shifts on short notice
- Must be available to work a minimum of 24 hours per month
- Well-developed Microsoft Office application knowledge
- Self-motivated
- Ability to react positively and be effective with stressful situations/environment
- Ability to exercise good judgement within framework of policies and procedures
- Good Interpersonal communication skills; effectively communicate within a team environment
- Good moral character

- Multi-tasking abilities
- Ability to set priorities
- Ability to work as a team member
- Ability to work under minimum supervision
- Excellent knowledge of Municipal geography
- Attendance reliability
- Completion of a recognized Public Safety Communication Certificate course would be considered an asset and quantifies as “equivalent” for educational requirements.
  - APCO Institute; On-Line learning available.
    - Telecommunicator
    - Fire Service Communicator
  - Telecommunications certificate programs at a college or private learning institute.
- Able to work shift work
- On-job training provided; may be required to attend training courses out of town for multiple days or a week(s) at a time.
- Successful applicants will be required to provide results of a hearing test.

**Probationary Period:**

All new members are required to complete an initial probationary period to ensure your suitability to the job, environment, skills, knowledge and abilities to perform the duties required of an Emergency Communication Operator.

**Compensation and Benefits**

**Salary:** Based on current collective agreement rates

**Benefits:**

- Comprehensive benefit package upon successful completion of the following:
- Full Time – Six (6) month probationary period
- Part-time – 1040 hours probationary period (15% payment in lieu of benefits upon completion of probationary period)

## JOB RELATED INFORMATION

**Shifts:** The Emergency Communication Centre is fully staffed 24 hours a day, 7 days a week.

- Full-time members are required to work the following shifts:
  - **Day shift** – 0600-1800 or 0700-1900
  - **Night shift** – 1800-0600 or 1900-0700
  - **Split shifts** – 1200-2400; 1500-0300; 1700-0500, etc
- Part time members may be required to work any of the full time shifts or part there of as well as lunch coverage for day or night shift:
  - **Lunch shifts** – 1100-1600 or 2300-0400
- The Communication Centre’s full-time shift schedule is based on a 12-hour compressed workweek, working a 4-days-on / 4-days-off rotation.
- Required to work weekends on a regular basis or as part of shift rotation
- Work statutory holidays as part of the shift rotation.

- Work overtime, before or after shift. (Depending on the urgency of the situation, notice may be immediate).
- Potential to be ordered to work to fill a shift where you are obligated to report for work regardless of personal plans

#### **Training:**

- Must successfully complete an intensive training program, which is comprised of classroom learning, desk top training for various competencies of a communicator.
- For part-time hires; training will be a full-time commitment until completion of training program.
- All training done consecutively; Mon-Fri attendance required during orientation training
- Members will receive regular performance evaluations.
- Job may require attendance at the Ontario Police College or other training facility; staying on site or overnight for up to one week
- Must meet & maintain provincial Communicator standards in order to remain employed

#### **Working Environment:**

- Secure work environment, only authorized personnel allowed in the Comm Centre
- Scheduled breaks and lunches, dependent upon workload.
- Rapid pace/High volume/High stress - intense concentration for extended periods.
- Operate a console and a computer terminal for an entire shift.
- Exposure to difficult situations such as suicidal callers, violent crimes in progress, belligerent callers, etc. where you have to control your own emotions/reactions to meet performance delivery requirements.

#### **Hygiene:**

- Workplace is a confined area; members must be considerate in regards personal hygiene.
- No perfume, cologne, strong/scented soaps or lotions of any kind may be worn to work
- Men must be clean-shaven at all times. Beards must be kept in accordance with policies

## THE TESTING PROCESS

***Only successful applicants from Phase One and Two will be contacted if they are continuing in the process. A decision for applicants progressing beyond Phase Two will be made based on entire applicant file/tests/interviews.***

#### **PHASE ONE TESTING:**

- Phase One is conducted in a classroom-style format and may consist of:
  - **Short Term Memory Test** – Candidates will listen to a short story and immediately afterwards write down as many pieces of information as they are able to recall.
  - **Vocabulary Test**– word definitions in a timed environment
  - **Typing Test** – candidates must successfully type minimum 40 words per minute.
  - **Spelling Test** – Candidates will be required to correctly spell a variety of words in a timed environment
  - **Mapping Test** – Knowledge of Chatham-Kent area including community names & their locations, major roads and waterways

- **Navigation Test**- Map reading skills with directional testing; recognizing N, S, E, W and comprehension of instructions
- **Alpha/Numeric Test** – Tests ability to transpose numbers/letters in a timed environment
- **Essay** – Candidates will be required to write a short essay
- **General Knowledge** – Candidates will be asked specific questions in relation to geography, politics, and the local Police & Fire services.
- **Information Processing** – deductive reasoning and problem-solving scenarios

**PHASE TWO:**

- Computer simulator
- Skill assessment measuring motor skills, eye-hand co-ordination, multi-tasking, memory retention, decision making and performance under stress.

**PHASE THREE:**

- Panel interview

**PHASE FOUR:**

- Written psychological assessment tests conducted at Chatham-Kent Police Service HQ
- Thorough background investigation conducted by a police officer
- Applicant asked to provide hearing test which must indicate normal hearing in both ears; obtained at their own expense
- Face-to-face interview with Psychologist. Applicants will be required to travel to Windsor for this interview

**PHASE FIVE:**

- Offer of employment is considered

Available Resources for general Information:

<http://www.ckpolice.com/>

<http://www.ckfire.com/>

<https://gismapapp.chatham-kent.ca/Chatham-KentWeb/WebPages/Map/FundyViewer.aspx>

<http://www.chatham-kent.ca/Pages/default.aspx>